

C.1. Introduction

C.1.1.

Acknowledged

C.1.2.

Acknowledged

C.2. Categories

C.2.1. General

C.2.1.1. Fiction/Non Fiction Materials

Capstone is a family of publishers that produces books and digital products closely tied to the curriculum. All companies underneath Capstone are owned by one family in Minnesota and provide a diverse line and consistent services. Capstone is the leading publisher of children's books and digital products and services, offering everything from nonfiction, fiction, and picture books to interactive books, audio books, and literacy programs.

- Capstone Press specializes in easy-to-read non-fiction books for young, struggling and reluctant readers in grades K-8.
- Compass Point Books publishes non-fiction books for 'at level' readers, specializing in grades 4-9.
- Picture Window Books publishes both fiction and non-fiction illustrated books for young readers, PreK-6.
- Stone Arch Books publishes high-interest fiction for young readers.
- Heinemann Raintree's mission is to develop high-quality, content-based non-fiction that will support and inspire all readers in PreK-Secondary.
- Capstone Professional featuring Maupin House. Literacy resources from Maupin House support K-12 educators as they create 21st century classrooms and respond to state and national standards, such as the Common Core. We believe in empowering teachers with practical, research-based literacy resources that engage students at all learning levels
- Capstone Classroom contains paperback titles from our imprints including Capstone Press, Compass Point Books, Heinemann Raintree, Picture Window Books, Stone Arch Books and Maupin House. Each of our books is written with an eye to key national curriculum standards. The result is solid classroom support as you look to reinforce and extend your existing curriculum. Like all good leveled resources should, our books include key text features-glossary, index, short bibliography, and more. Photos and illustrations feature informative captions. Diagrams and maps include easy-to-understand labels. Many books include timelines, charts, fact boxes, and other helpful features. Careful content selection, appropriately level text, beautiful full-color photographs and illustrations, engaging page design — all result in books that excite even the most reluctant readers.

C.2.2. Encyclopedias

C.2.2.1. N/A

C.2.3. Legal Publications and Law Books

C.2.3.1. N/A

C.2.4. Medical Books

C.2.4.1. N/A

C.2.5. Multi-Media Products and Recorded Publication Materials

C.2.5.1. Capstone digital products consist of PebbleGo, Capstone Interactive Library, pivotEd and myON reader. Our award winning PebbleGo database offers interactive navigation, on-level content, reading supports, learning activities and are correlated to state standards. Capstone Interactive Library provides over 4000+ interactive titles for students to access at school or home. Students can take advantage of reading supports to encourage reading and increased reading growth. Titles range across curriculum and reading levels. Capstone's myON reader is a turnkey solution correlated to state and common core standards that personalizes reading and learning for students.

C.2.6. Periodical and other Serial Subscriptions

C.2.6.1. N/A

C.2.7. Reference

C.2.7.1. N/A

C.2.8. Scientific

C.2.8.1. N/A

C.2.9.1. Technical

C.2.9.1. N/A

C.2.10. Textbooks

C.2.10.1. N/A

C.2.11. Trade Books

C.2.11.1. N/A

C.3. Account Management

C.3.1.

Account Manager-Donna Bigbee

Phone: (405) 844-6162

Email: dbbigbee@earthlink.net

C.3.2.

The Account Manager will attend all meetings as requested by the Contracting Officer. At any time, if the Contracting Officer does not feel that the Account Manager is not delivering satisfactory work as defined in this RFP, he/she can relieve the Account Manager of all work on this contract.

C.3.3.

The Account Manager will be present for all scheduled pre-award meetings.

C.4. Purchasing Process and Pricing

C.4.1.

Accepted

C.4.2.

Discount will be listed on Attachment B-Bid Sheet

C.5. Service Level Requirements and Expectations

C.5.1. Mandatory Service Level Requirements

C.5.1.1.

Coughlan Companies, Inc. DBA Capstone/Capstone Classroom has been in Business for 25 years.

C.5.1.2.

Coughlan Companies, Inc. is the original manufacturer of the products.

C.5.1.3.

All of our products come with a risk-free guarantee. If for any reason you are not satisfied with our materials, simply call customer service for a replacement, credit or return.

C.5.1.4.

Bid prices will remain in effect throughout the length of the contract. Any contract extensions will also keep current pricing.

C.5.1.5.

There are no minimal orders.

Capstone Shipping: Free on orders of 25 books or more; 10% of subtotal on orders of 24 books or less. Capstone Reward Members receive free shipping on all orders; enrollment is free.

Capstone Classroom Shipping: 10% on orders \$2,499.99 and under; 8% on orders over \$2,500.00. Capstone Reward Members receive free shipping on all orders; enrollment is free.

C.5.2. Desirable Service Level Expectations

C.5.2.1. Response Time

Capstone will respond to all communication within 1 business day. Our hours of operation are: 7:30AM-5:00PM CST Monday through Friday

C.5.2.2. Fill Rate

Coughlan Companies, Inc. has a 99% fill rate for schools.

C.5.2.3. Invoice Accuracy

Coughlan Companies, Inc. strives for 100% accuracy on submitted SKU's ordered.

C.5.2.4. Delivery Standards

Orders ship in 7-10 Days ARO, we use a common carrier, with inside delivery that arrives in 2-4 days anywhere in the country. Therefore we quote Delivery 9-12 Days ARO without Library Processing. With attached Library Processing: Delivery in 2½-3 weeks. Schools will receive a 99% fulfillment rate. Digital Delivery Times are 3-4 days ARO.

C.5.2.5. Non-Delivery

Authorized User may cancel balance of incomplete deliveries without penalty and may purchase the shorted items that cannot be supplied by date required, elsewhere.

C.5.2.6.

Your satisfaction with Capstone is our most important priority. If for any reason you are not completely satisfied with your order, simply call 1.800.747.4992. We'll replace items, credit your account, or issue a full refund. No questions asked. A quarterly survey can be conducted once we have a list of the Authorized Users.

C.5.2.7. Ordering Methods

Capstone: phone-800-747-4992, via email customerservice@capstonepub.com or online at www.capstonepub.com ;

Capstone Classroom: phone-888-262-6135 via email customer.service@capstoneclassroom.com or online at www.capstoneclassroom.com

Orders can be placed online with a purchase order or a purchasing card.

C.5.2.8. Payment Options

Check, electronic funds transfer or credit card are all acceptable forms of payment.

C.5.2.9. Freight Policy

FOB destination or shipping provided with inside delivery upon request.

Capstone/Capstone Classroom will be responsible for filing and expediting all freight claims with the carrier. We will also pay title and risk of loss or damage charges.

C.5.2.10. Rush Delivery

Emergency Orders: Our company already has one of the highest turn times in the industry but we will always try to accommodate rush orders upon request.

C.5.2.11. Shipping

Capstone will comply with shipping requests from Authorized users.

There will be no hazardous materials in Capstone shipments.

A packing slip will be included in the shipment.

C.5.2.12. Return of Product

Your satisfaction with Capstone is our most important priority. If for any reason you are not completely satisfied with your order, simply call 1.800.747.4992. We'll replace items, credit your account, or issue a full refund. No questions asked.

C.5.2.13. Returns Due to User Error

Your satisfaction with Capstone is our most important priority. If for any reason you are not completely satisfied with your order, simply call 1.800.747.4992. We'll replace items, credit your account, or issue a full refund. No questions asked.

C.5.2.14. Post-Order Customer Service

Michelle Nixt-Customer Service Manager

Direct Ph: 507-385-8489

Toll Free Ph: 800-747-4992

Email: customerservice@capstonepub.com

C.5.2.15. Price Verification

Capstone will be able to provide the manufacturer price lists and own list price upon the State's request. The State may also audit Capstone's records in order to identify discrepancies.

C.5.2.16.

See attachment B for pricing/discounts. Capstone and Capstone Classroom will be on separate attachments.

C.5.2.17.

All of our products come with a risk-free guarantee. If for any reason you are not satisfied with our materials, simple call customer service for a replacement, credit or return.

C.5.2.18. Notification of Back Orders

Original shipments are delivered immediately and any backorders are held until all titles on backorder come in so customers only receive 2 invoices/shipments. The original shipment will note any backordered titles. Customer can specify no backorders, and order will be held until shipment can be fulfilled 100%.

C.5.2.19. Receiving Procedures and Order Inspection

Your satisfaction with Capstone is our most important priority. If for any reason you are not completely satisfied with your order, simply call 1.800.747.4992. We'll replace items, credit your account, or issue a full refund. No questions asked.

C.5.2.20. Invoice Requirements

Invoices will reflect prices/discounts that were established for this contract.

Capstone/Capstone Classroom will comply with the requests for items required on the Invoice as stated in this Section.

C.5.2.21. Complaint Resolution Procedure

Your satisfaction with Capstone is our most important priority. If for any reason you are not completely satisfied with your order, simply call 1.800.747.4992. We'll replace items, credit your account, or issue a full refund. No questions asked.

C.5.2.22. Catalogs

Catalogs are available online as well as in hard copy. We will send a hard copy of the catalog to all Authorized Users. Website addresses are listed below:

Capstone-www.capstonepub.com

Capstone Classroom-www.capstoneclassroom.com